

I'm thankful for having a new technology like VRS for deaf and hard of hearing. It helps me to access communication with hearing people and deaf people. I don't like to call VRS relay service and then hang up to wait at least 20 minutes. The relay service would call me back and help me to access communication with hearing people. If it is an urgent or emergency, we need to call right away. It is not happened to deaf people. Hearing people could call right away and access communication with no problem, but deaf people are still having lacking time in each day. I hope FCC will adjust our problem and solve the problem. Maybe only one direct relay would cause the problem. We need to open several relay services and companies so we could access communication effectively.